

1. How to Register a Complaint?

Ans. The complaint raised by consumer registered through Phone Call, Mail and by visiting CRC centre with written application.

2. What are the types of complaint are addressed?

Ans. Power related issue: -

- Power supply failure of total concerned area
- Individual Power supply failure
- Supply failed one phase
- Low Voltage
- High voltage
- Voltage fluctuation
- Service wire change
- LT cable touching the tree

3. How the complaints are addressed?

Ans. Power supply failure of total concerned area-

- Asked to consumer regarding his CA Number / Registered Mob. No.
- Regd. The complaint in our official CRM.
- After register a SMS goes to consumer and concerned officer
- Discuss with concerned officer regarding the issue and it is communicated to consumer via phone call and provides the time of power restore and also the same data is maintained in CRM.
- Assured the power supply to consumer and get the confirmation from the consumer himself.
- Voltage fluctuation
- Service wire change
- LT cable touching the tree

Individual Power supply failure-

- Asked to consumer regarding his CA Number / Registered. Mob. No, pole no and land mark details for easily identifying the location.
- Regd. The complaint in our official CRM.
- After register A SMS goes to consumer and concerned officer
- Discuss with concerned officer regarding the issue and it is communicated to consumer via phone call and provide the time of power restore and also the same data is maintained in web Portal.
- Assured the power supply to consumer and get the confirmation from the consumer himself.

Supply failed one phase-

- Asked to consumer regarding his CA Number / Registered. Mob. No

- Register the complaint in our official CRM.
- After register A SMS goes to consumer and concerned officer
- Discuss with concerned officer regarding the issue for the failure and in case, there is no power failure in that particular area, then we again asked to the consumer regarding power status of the near by HHS. After getting all the data, we conclude that it is a case of one phase out.
- Again we intimate this issue to the concerned officer, then communicated to consumer via phone call and provide the time of power restore and also the same data is maintained in web Portal.
- Assured the power supply to consumer and get the confirmation from the consumer himself.

Low Voltage-

- Asked to consumer regarding his CA Number / Registered. Mob. No.
- Register the complaint in our official CRM.
- After register A SMS goes to consumer and concerned officer.
- According to the data taken from the concerned officer, the possible reasons of the low voltage issues are
 - Low Supply from the Grid
 - Overload of Transformer
 - Long distance from the transformer to consumer's premises
 - Bad conductor
 - Internal wiring problem
- The issue is communicated to consumer. After resolving the issue power is assured to the consumer and get the confirmation from the consumer himself.

High voltage-

- Asked to consumer regarding his CA Number / Registered. Mob. No.
- Register the complaint in our official CRM.
- After register A SMS goes to consumer and concerned officer.
- According to the data taken from the concerned officer, the high voltage issues are coming from sub-Station.
- The issue is communicated to consumer. After resolving the issue power is assured to the consumer and get the confirmation from the consumer himself.

Voltage fluctuation-

- Asked to consumer regarding his CA Number / Registered. Mob. No.
- Register the complaint in our official CRM.
- After register A SMS goes to consumer and concerned officer.
- According to the data taken from the concerned officer, the possible reasons are loose connection either at the house or on the power lines, overloading on the network.
- The issue is communicated to consumer. After resolving the issue power is assured to the consumer and get the confirmation from the consumer himself.

Service wire Change-

- Asked to consumer regarding his CA Number / Registered. Mob. No.

- Register the complaint in our official CRM.
- After register A SMS goes to consumer and concerned officer.
- Then consumer has to go to AMC (Asst. Manager Commerce) office to give application for service wire change. After receiving the fees, Line man goes to the consumer's house for service wire change.
- Then we communicate the consumer for getting the status. If it is resolved, the same is updated in system.

LT cable touching the tree-

- If this type of issue is coming from consumer, then we communicated to the concerned officer about that matter.

Billing Related Issue: -

- Bill not received
- Arrear dispute in the bill
- Consumer getting high amount bill
- Payment not reflected even after paying the bill
- Reduce/ Enhance connected load or demand
- Process of disconnection/ Reconnection
- Change in Category of Power supply connection
- Application for phase conversion
- How to pay the bill online?
- Ownership Change
- Address Correction/ Name Correction

4. How the complaints are addressed?

Ans. Bill not received-

- Asked to consumer regarding his CA Number / Registered. Mob. No.
- Register the complaint in our official CRM.
- After registering A SMS goes to consumer and concerned officer(AMC).
- If the house is lock condition, then the bill is provided in provisional basis, based on last month's bill and if anyone want to get the bill in actual basis then either the meter reader have to take the actual reading or he/she have to visit the concern AMC office with latest meter reading to get a manual bill.
- Then a conformation is taken from consumer side regarding bill received.
- The issue is closed and updated in E-Grievance portal.

Arrear dispute in the bill-

Basically this issue arises, when a consumer deposited a bill in the last date of the month and it is not credited Our A/c.

- Asked to consumer regarding his CA Number / Registered. Mob. No.
- Register the complaint in our official CRM.

- After register, A SMS goes to consumer and concerned officer(AMC)
- Then the document like, MR etc. is submitted by the consumer in AMC office against the arrear amount reflected in current months' bill.
- Continuous follow up with AMC for resolving the issue ASAP.
- After resolution, the revised amount reflected in next month bill.
- The issue is closed and updated in CRM.

Payment not reflect after paying the bill-

This issue arises, when a consumer already paid the last month dues, but the amount is still reflected in his/her current month's bill

- If the payment is wrong posting/ miss posting of amount in different account no., Consumer can register the complaint in our official CRM or Sub division office by showing the money receipt paid by the consumer.
- After register, A SMS goes to consumer and concerned officer(AMC)
- Continuous follow up with AMC for resolving the issue ASAP.
- After resolution, the amount deducted in next month bill.
- The issue is closed and updated in E-Grievance portal.

Reduce/ Enhance connected load or demand-

- Request is placed in CRM or an application is placed in CSC or at the concern AMC office for the service.
- Department people visit the premise to verify the connected load and also the purpose of load enhance/reduction. Additional security deposits, service line charges and other necessary fees may be paid by applicant (in case of load enhance) as per the guidelines.
- After that the load is reduced/ enhanced depending upon the request and updated in E-Grievance portal.

Process of disconnection/ Reconnection

- Any request related to disconnection/reconnection can be placed at the AMC office where a written application with up to date bill and money receipt have to be submitted along with the consumer have to pay some charges (disconnection fee/reconnection fee) fixed by the regulation.
- AMC forwards the application to concern section for spot verification of the premise and will act as per request placed by the consumer. If it is a case of permanent disconnection, final meter reading will be taken and the final amount to be cleared.

Change in Category of Power supply connection

- For change in category a request can be placed either at CSC or at concern AMC office with following documents
- Written application duly signed by the consumer.
- Updated bill to be deposited.
- AMC forwards the concern documents to section office for the spot verification and as per the report of Section office, if required additional security deposit to be submitted by the consumer.
- Then the category is change and updated in system.

Application for phase conversion

For Phase conversion consumer have to visit the concern AMC office with following documents

- Written application.
- Revised test report to be signed by licensed electrical contractor, mentioning the revised loads.
- Latest electricity bill with up to date money receipt.
- Necessary estimate

5. How to pay the bill online-?

Ans. Explain the whole process of online bill payment.

Step 1- Visit our website www.tpwesternodisha.com

Step 2- Payment done by Google Pay/ Phone Pay and Odisha Discom

Ownership change -

The document required for ownership change,

- Form No -1 with written application
- Land Document (legal ownership proof of the applicant)
- ID Proof
- Passport size photo
- Affidavit
- Updated electricity bill and money receipt

The documents are received by AMC, Continuous follow up with AMC for resolving the issue ASAP and revised bill is sent by AMC in the next month bill.

Address Correction/ Name Correction-

The document required for address correction/ name correction

- Form No -1 with written application
- Land Document (legal ownership proof of the applicant)
- ID Proof (Correct name Address)
- Any Address proof (Correct Address)
- Updated electricity bill and money receipt

The documents are received by AMC, Continuous follow up with AMC for resolving the issue ASAP and correct the bill by AMC in the next month bill.

Meter Related Issues

Defective meter issues and replacement

- Complaint is placed in CRM portal
- An application is placed in CRC or AMC office
- Meter testing fee to be paid by the customer in advance for suspected defective meters.
- If the meter is tested as defective, then it is replaced by a new meter and updated in the CRM.